<u>IN THE SPECIFICATION</u>

Page 2, lines 12-20, please delete this paragraph and substitute the following:

United States Patent Application Serial No. 09/428,271, filed October 27, 1999 entitled "END-TO-END RESPONSE TIME MEASUREMENT FOR COMPUTER PROGRAMS USING STARTING AND ENDING QUEUES", by Paul F. Klein et al., <u>now United States Patent No. 6,202,036, issued March 13, 2001,</u> attorney's docket number 30695.12-US-C1, which application is a continuation of United States Patent No. 5,991,705, issued on November 23, 1999, Application Serial No. 08/899,195, filed July 23, 1997, entitled "END-TO-END RESPONSE TIME MEASUREMENT FOR COMPUTER PROGRAMS USING STARTING AND ENDING QUEUES," by Paul F. Klein et al., attorney's docket number 30695.12-US-01; and

Page 2, lines 21-23, please delete this paragraph and substitute the following:

United States Patent Application Serial No. 09/428,262, filed October 27, 1999 entitled "ROUND TRIP RESPONSE TIME MEASUREMENT FOR COMPUTER PROGRAMS", by Paul F. Klein et al., <u>now United States Patent No. 6,526,371, issued February 25, 2003,</u> attorney's docket number 30695.0015-US-01.

Page 4, lines 1-9, please delete this paragraph and substitute the following:

By having an ability to measure response time of each Client / Server segment in a computing environment a decision can be made by the owner of the computing environment, <u>as</u> to which segment to investigate when a real-time delay should arise. Should one particular segment show signs of a delay, the owner of that computing segment can be called upon to do repairs or enhancements of that segment, reducing delay and ultimately making it operate that much faster. Thus being able to get response time measurements of one or more segments in a computing environment is invaluable to the responsive operation of the total Client / Server computing environment.

Pages 11, lines 23-24, to page 12, lines 1-14, please delete this paragraph and substitute the following:

For the purpose of measuring total response time, a method is needed to capture the activation of an event (e.g., computer Mouse and Keyboard events) as they are acted upon and displayed on a

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computer display. For example, in one or more embodiments of the invention, the Window's WINSETHOOK Application Program Interface (API) may be used. A similar API exists and may be utilized for operating systems that are not manufactured by Microsoft under the Windows or NT logo. The use of the WINSETHOOK API technique is further illustrated in United States Patent Application Serial No. 09/428,271, filed October 27, 1999 entitled "END-TO-END RESPONSE TIME MEASUREMENT FOR COMPUTER PROGRAMS USING STARTING AND ENDING QUEUES," by Paul F. Klein et al., now United States Patent No. 6,202,036, issued March 13, 2001, attorney's docket number 30691.12-US-C1, which application is a continuation of United States Patent No. 5,991,705, issued on November 23, 1999, Application Serial No. 08/899,195, filed July 23, 1997, entitled "END-TO-END RESPONSE TIME MEASUREMENT FOR COMPUTER PROGRAMS USING STARTING AND ENDING QUEUES," by Paul F. Klein et al., attorney's docket number 30695.12-US-01, which applications are fully incorporated by reference herein.

Page 19, lines 23-24, to page 20, lines 1-8, please delete this paragraph and substitute the following:

Still another possible source of derivation error can occur when the actual network 102 segment's response time varies widely at various network 103 moments. To adjust for this situation, trivial response time agent 116 may calculate responses more frequently. Accordingly, trivial response time measurements may be made twice or more ~~time~~ times during the actual network 102 activity within the bounds of the client 104 transaction. In one ore more embodiments, in addition to pinging the network 102 on an interval, the network 102 may be pinged based on a specified number of packets (e.g., every five (5) or more packets) that flows during the transaction. Thereafter, the largest trivial response time measured is used to compute the network 102 segment response time.

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